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## EMPLOYMENT OPPORTUNITY

# OUTREACH SPECIALIST

Energy, Education & Environmental Services Program  
(At-Will Incentive / Full –Time Position)

**THE SALARY/COMPENSATION:** Compensation based upon Incentive Pay Plan (no base pay).

**THE BENEFITS:** Only those required by law, and medical and dental insurance coverage, voluntary participation in agency's retirement program and voluntary life insurance plan.

**WORK SCHEDULE AND HOURS:** Position is assigned to the standard forty (40) hour (8:00AM–5PM, Monday to Friday) work schedule.

**THE POSITION:** Community Action Partnership of San Bernardino County (CAPSBC) Energy, Education & Environmental Services (EEES) Program is currently seeking qualified individuals to perform **full-time** outreach services to include: client eligibility certification; information and referral; preparation and maintenance of client forms/files and performing residential assessments. This position is characterized by its requirement for independence of action, decision making and maintaining confidentiality.

**EXAMPLES OF DUTIES:** Under general supervision, the incumbents will perform such duties as: Perform outreach and intake functions and certify client eligibility for the Utility Company Contracts, LIHEAP (Low-Income Home Energy Assistance Program) and Department of Energy Contracts; perform residential assessments to include accurately measuring doors, windows, attics and determining amount/type of weatherization measures to be installed; prepare and maintain client related forms, files and records on an individual basis; assist clients in completing various required application forms; provide information and referral services to clients; attend funding source meetings, training and seminars as required; perform other related duties as required.

**MINIMUM QUALIFICATIONS:** **Education:** Applicants must have education equivalent to graduation from high school. **Experience:** Twelve months paid or volunteer work experience performing outreach/eligibility duties. **Knowledge / Abilities:** **Good knowledge of:** Problems and needs of economically disadvantaged persons; effective communication, public relations, and information and referral techniques. **Ability to:** Communicate effectively in verbal and written form; work effectively with persons from varied social, economic and cultural backgrounds; perform mathematical computations accurately and job duties independently; comply with program contractual and safety requirements; maintain records, meet the public in situations requiring tact, diplomacy and poise; work within established guidelines and standards to ensure compliance and accountability; establish guidelines when necessary to determine client eligibility; gather, analyze and evaluate data; safely climb

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ladders into home attics and not fear heights; accurately use a tape measure for a variety of measuring requirements; maintain strict client confidentiality; lift/move items weighing up to 15 pounds.

**LICENSE AND PERSONAL VEHICLE:** Applicants must possess/maintain a valid California Driver License and have dependable transportation throughout course of employment.

**SPECIAL REQUIREMENTS:** Applicants must submit a copy of their Department of Motor Vehicles (DMV) Driving Report (dated within previous 90 calendar days), proof of personal automobile insurance (meeting State minimum requirements) with their completed application. Must be able to obtain a Home Improvement Sales License from the California State Contractors' Licensing Board. Requirements are finger printing and background check only.

**EXAMINATION:** The examination will consist of: A. A competitive evaluation of qualifications based on a review of the application and attachments, B. Those applicants passing the competitive evaluation of qualifications will be scheduled for an evaluation of training and experience based on an oral examination covering the following topics: 1. Problems and needs of economically disadvantaged persons, 2. Communication (verbal and written), 3. Public relations, 4. Mathematical computation/measurements, 5. Client eligibility determination and information referral techniques.

**SELECTION PROCESS:** Following an administrative review of each application, only the most qualified applicants will be invited to an oral interview and / or testing. After the hiring interviews have been completed, a background check (including verification of criminal records, education, employment and social security) will be conducted on the candidate(s) being considered for employment. Once the background check(s) have been completed and reviewed, a conditional offer of employment will be made to the recommended applicant for hire. The conditional offer is contingent on the applicant passing a pre-employment physical examination only to include urine drug testing and TB screening. The recommended applicant shall submit original documentation to establish both work authorization and identity (per the Immigration Reform and Control Act of 1986). An offer of conditional employment will be withdrawn upon failure to pass the physical examination. As a condition of employment, the recommended applicant must be able to participate in the agency's payroll direct deposit program or the offer of conditional employment will be withdrawn. In order to participate in the program, the recommended applicant must currently have / or be able to obtain (prior to hire date) a checking or savings account.

**APPLICATION:** Submit a completed CAPSBC application form to the Operations Division, 696 South Tippecanoe Avenue, San Bernardino, CA 92415. If you change your address or phone number after filing an application, please notify CAPSBC Operations Division immediately. Resumes will **not** be accepted as a substitute for completion of the work history portion of the application. The information you provide will be used to verify and evaluate your qualifications. Failure to complete the application and/or provide information on it that clearly demonstrates possession of the position requirements will result in elimination from the examination process.

**NOTE:** Candidates selected for employment must be available to attend mandatory employer paid training to be scheduled at the earliest opportunity. Training is provided at the Southern California Gas Company Energy Resource Center in Downey, California. (All training costs, lodging, per diem, etc. are paid by employer, as well as a training stipend).

CAPSBC is an EQUAL OPPORTUNITY / ADA COMPLIANT EMPLOYER. For further information regarding this position, contact the Operations Division at (909) 723-1532.

**CLOSING DATE: Continuous - until a sufficient pool of qualified applicants are identified or until the position is filled, then the recruitment will be closed.**

**PUBLICATION DATE: 9/19/08**

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# Community Action Partnership of San Bernardino County (CAPSBC)

## Employment Information

### Employment Procedures

CAPSBC job opening announcements are displayed in program / division offices and sent to various employment and community organizations. Advertisements are also placed in the San Bernardino Sun newspaper and the CAPSBC's website. **Applications are accepted only for open employment positions.** Persons desiring to compete for an open position must file an application. It is to the advantage of the applicant to ensure that each question on the application is completed fully. Resumes may be attached; however, **all education, experience, and background related to the position applied for must be written on the application** rather than simply stating "see resume."

Each application undergoes a comprehensive evaluation of education, experience, and related background. CAPSBC reserves the right to rate applicants based on a review of the application materials and to invite the most qualified applicants to participate in successive parts of the selection process. CAPSBC conducts interviews with the finalists, and the appointing authority makes the final selection. The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. "At Will" employment can be terminated at any time with or without cause by the agency or the employee.

For current employment openings and information, call the CAPSBC Operations Division at (909) 723-1532, 8:00-5:00 p.m., Monday to Friday excluding holidays, or go to: [www.sbcounty.gov/capsbc](http://www.sbcounty.gov/capsbc).

### Pay and Benefits

For non-incentive paid employees, a salary range, designed to keep CAPSBC very competitive, exists for each position. Appointments are made within the hiring range (with most employees starting at the beginning of the range) and include a six-month evaluative period. Excellent benefits for eligible employees are available which includes, group medical, dental, life insurance coverage and voluntary participation in the retirement program; liberal paid vacation plan; 12 days cumulative paid sick leave per year; 14 paid holidays per year; eligible employees in position budgeted less than eighty (80) hours per pay period will accrue vacation and sick time on a pro-rata basis; merit advancement.

For incentive paid employees, compensation is based on their Incentive Pay Plan. Benefits for eligible employees are available which include group medical and dental coverage, voluntary participation in the agency's retirement and voluntary life insurance coverage. Incentive employees are ineligible to receive sick leave and holidays.

9/19/08

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